

As the rollout continues, there are 50 users with plans to expand to 90. Alex Ivins, Telaid Service Desk Manager, says "Sage Accpac CRM is a big improvement for working a case through the process to the end. We have Customer Service Groups here in Niantic, Connecticut, Denver, Colorado, and Madison, Wisconsin. They can collaborate on any particular case with continuity, especially during after-hours support. And employees working from home can access this data through the Web, putting us all on the same page."

Web Self-Service Eliminates Having to Telephone Telaid

"Another one of our objectives was to have a CRM Web self-service portal for our customers to enter service requests, without having to call us on the phone," remarks Ryan Todd, IT Manager. "This allows our customers to process their own cases and check status. Sage Accpac CRM has absolutely helped us to do this. It automatically opens a case in our system, and the analyst here can work the case accordingly, dispatch a technician, and then update the case. The customer can print their own report based on their preferences, requests and history through the customized fields they want to see. With 1,100 cases in our first six months, it's one of our biggest benefits from Sage Accpac CRM."

One of the Most Telling Qualifications in Telaid Winning Contracts

The process of winning contracts is changing from forming a relationship with one decision-making manager at the IT, or facilities telecommunications level, to a very involved qualification process administered by bottom line-oriented procurement and legal professionals. Unlike the one decision-making manager, the procurement and legal professional are under increasing corporate pressure to decrease the expenditures of goods and services from vendors and suppliers. IT services normally supplied by several different vendors under separately negotiated contracts are being replaced by a trend towards bundling everything with one vendor under one Master Purchase Agreement. "Qualifying as a vendor involves a vigorous due-diligence process. We are required to supply very detailed information about our company infrastructure, processes and capabilities for accommodating specific customer cost-saving needs. We're seeing an increase in RFI questions about our

"Qualifying as a vendor... includes having the capability of allowing the customer to integrate invoicing, or billing to our accounting system, as well as electronic fund transfer. Without Sage Accpac CRM, we could not compete."

having the capability of allowing the customer to integrate invoicing, or billing to our accounting system, as well as electronic fund transfer. Without Sage Accpac CRM, we could not compete," acknowledges Scott Hurley.

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